

## Frequently Asked Questions

Question	Answer
<b>What are the session times and prices?</b>	<b>Morning Club:</b> 7:30am – 8:50am (£7.25) <b>Afternoon Club:</b> 3:30pm – 5:30pm (£11.00) <b>Bundle (Both):</b> £18.00 per day
<b>Is breakfast or a snack included?</b>	Yes. Morning Club includes a healthy breakfast; Afternoon Club includes a snack.
<b>Why do I have to pay for the full session even if I collect early?</b>	Staffing and resources are planned based on booked places. Early collection is allowed, but sessions are charged at a fixed rate.
<b>How do I book a space?</b>	Booking is online via our secure portal, please visit <a href="http://www.bookwhen.com/ecocoach">www.bookwhen.com/ecocoach</a> . Spaces are limited.
<b>Do you offer discounts?</b>	Yes. 15% for FSM pupils. 10% for NHS, Blue Light, and Military families. Email proof to <a href="mailto:greenoffice@eco-coach.co.uk">greenoffice@eco-coach.co.uk</a> to receive a discount code.
<b>Who can attend?</b>	All pupils at St George's Primary School, from Reception to Year 6.
<b>Do I have to commit to the same days each week?</b>	No. You can book flexibly, choosing the days that suit your needs – subject to availability.
<b>What happens if I'm running late?</b>	Let us know as soon as possible. Regular late collections may incur a late fee.
<b>Can my child bring their own food?</b>	Yes, particularly if they have dietary or allergy requirements. Otherwise, food is provided.
<b>Are staff qualified and DBS-checked?</b>	All staff are Enhanced DBS-checked and trained in safeguarding, child development, and inclusive play.
<b>Do you accept childcare vouchers?</b>	Not yet – our Ofsted registration is currently in progress. Once approved, we will accept childcare vouchers.
<b>Will hours extend once registered?</b>	Yes. Once Ofsted registration is confirmed, we will be able to extend our afternoon provision to finish at <b>6:00pm</b> .



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